MYWAVE.ai

GENERATIVE AI & INTELLIGENT JOURNEY ORCHESTRATION IN THE MINING & INDUSTRIAL SECTOR
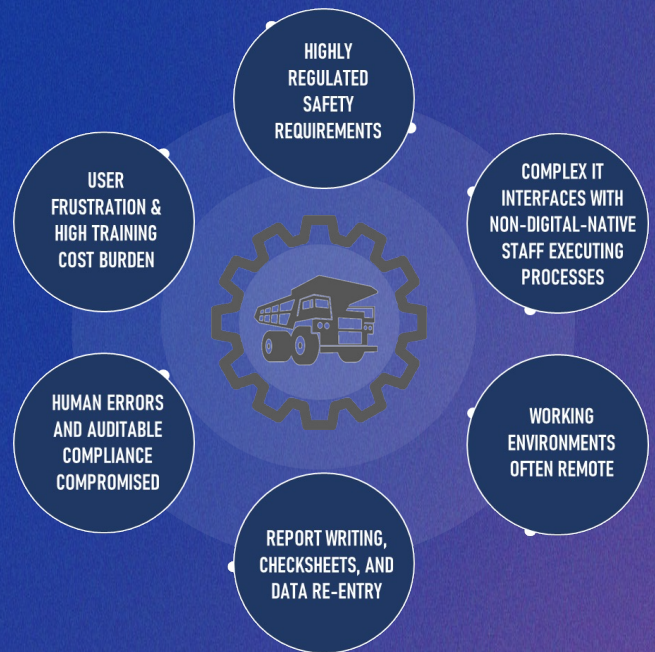
CORE PROBLEM

- Mining and heavy industry sectors operate in complex environments with significant compliance requirements.

- Safety systems are paramount with strict penalties for Directors and Officers.

- IT systems often have complex interfaces; frustrating users and requiring substantial training cost.

- Workforce implementing systems not digital-natives and often working in remote/on-site environments with checklists or hard-book tablets – none of which works with complex UI.

- Manual re-entry back at site offices cause frustration, delays, and the risk of human error.

- Gaps in the level of auditable compliance on a real-time basis.

HIGHLY REGULATED SAFETY REQUIREMENTS

COMPLEX IT INTERFACES WITH NON-DIGITAL-NATIVE STAFF EXECUTING PROCESSES

USER FRUSTRATION & HIGH TRAINING COST BURDEN

WORKING ENVIRONMENTS OFTEN REMOTE

HUMAN ERRORS AND AUDITABLE COMPLIANCE COMPROMISED

REPORT WRITING, CHECKSHEETS, AND DATA RE-ENTRY

TRADITIONAL PROCESS AUTOMATION LIMITATIONS

- Traditional process automation tools have helped drive up compliance.

- But they often commonly exist in silos – compromising the ability to hold a enterprise level single-system-of-record for real-time auditability.

- They also fail to orchestrate data from past activities. For example, a machine part that requires periodic inspection based on a master-schedule, or an observation from a past work activity.

- They are also hard to maintain, hard to update as new requirements need to be integrated, and expensive.
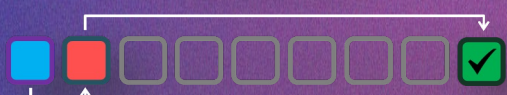
GENERATIVE AI IS CHANGING THE GAME

- Traditionally we have built software (including chat and automation tools) using an IMPERATIVE approach.
- At the end of a series of steps the user gets the outcome they were looking for.
- Sequential journeys are driven by 'if – then – else' routines that commonly trap customers in frustration loops.

- Generative AI works on a DECLARATIVE approach.

- I tell the user interface what I want. Then the AI does all the work and we just get the outcome we were looking for.

- Data orchestration and dynamic flows speed up processes and make things easy and intuitive for users.

SOFTWARE THEN:
POINT AND CLICK WORKFLOWS

NOW WITH GENERATIVE AI:
DESCRIBE AND DONE

SAP Endorsed App
Premium Certified

INTELLIGENT JOURNEY ORCHESTRATION & GENERATIVE AI A POWERFUL NO CODE/LOW CODE GAME CHANGER

- MyWave uniquely combines Generative AI, personalization, dynamic journey orchestration and automation into a single innovation platform for customers.
- SAP Endorsed App with tested credentials in delivery, performance, scalability, and security.
- Fast and agile approach builds on and compliments existing technology investments.
- Described by customers as 'the missing link' enabling smart dynamic processes and data orchestration inside the enterprise and across ecosystems. Revolutionizes the employee and customer experience.

> Low code/no code is the future of technology – deployment time 40% faster, while cost & complexity plunge.*
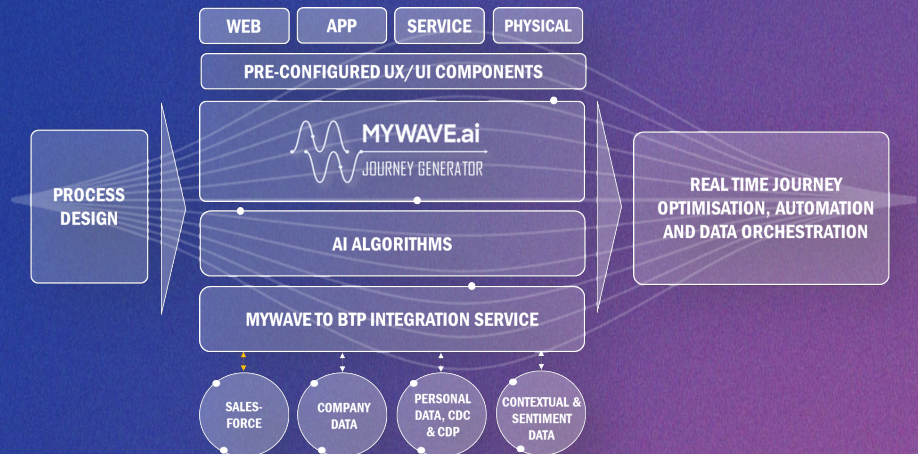
*Deloitte Analysis

THE STARTING POINT IS THE

MYWAVE.ai JOURNEY GENERATOR

- The MyWave No Code/Low Code Journey Generator takes processes and turns them into deployable intelligent journeys and experiences in hours.
- Simple API connections to any data source plus learning new data powers intelligent journey orchestration and customer best-path experiences.
- Natural language recognition and Generative AI means journeys are contextual, empathetic, and intuitive.
- Updates and changes can be done by a business analyst level person in real-time

CORE ARCHTECTURE

- On premise hosted or cloud deployments depending on security business rules.
- Protects core IT investments as the system of record.
- Pro-configured UX/UI – easily tailored to branding needs.
- Can work with other technologies
- Ability to think big but start small and scale with a single business opportunity.

PROCESS DESIGN

WEB | APP | SERVICE | PHYSICAL

PRE-CONFIGURED UX/UI COMPONENTS

MYWAVE.ai JOURNEY GENERATOR

AI ALGORITHMS

MYWAVE TO BTP INTEGRATION SERVICE

REAL TIME JOURNEY OPTIMISATION, AUTOMATION AND DATA ORCHESTRATION

SALES-FORCE | COMPANY DATA | PERSONAL DATA, CDC & CDP | CONTEXTUAL & SENTIMENT DATA

BENEFITS

RAPID JOURNEY MAPPING AND PROTOTYPING. MyWave gives you an unprecedented rapid process innovation and deployment capability for process digitization and optimization.

AI RISK MANAGEMENT. MyWave ensures completeness of data before triggering next actions. Non-compliant actions are constantly scanned and intelligently trigger escalations to manage risk.

BOOST PRODUCTIVITY. MYWAVE has saved tens of thousands of hours in employee productivity by eliminating errors, manual entries, and rework.

IMPROVE CX AND EX. MYWAVE journeys take the pain and frustration out of getting work done for both customers and employees. Measurable improvements in NPS and EPS.